**ARMY INFORMATION TECHNOLOGY METRICS PROGRAM**
**DEFINITIONS AND UNITS OF MEASURE**
**For Year 2000**

**ISR**
**G: >=93.5**
**A: >=84.3**
**R: <84.3**

**CAPABILITY #1 – INFORMATION TRANSFER (COMMUNICATIONS).** Provide switch-based and wireless communications to facilities and/or activities of an installation, which are designated by the installation commander to be critical to accomplishing his mission. Provide the cable infrastructure, networks, and external network necessary to deliver electronic information to, from, and among mission-critical facilities/activities. As required by the mission, provide Information Technology for the operation of battlefield simulation centers and distance learning centers.

| ATTRIBUTE | METRIC | UNIT OF MEASURE: FULL MISSION REQUIREMENT | UNIT OF MEASURE: CURRENT CAPABILITY | DEFINITION | |
|---|---|---|---|---|---|
| 1.1 – Telephone Service | | | | Provide telephone to facilities and/or activities of the installation. Measuring reliability of access to a dial tone | |
| | 1.1.1 – Operational Reliability | Number of hours access required annually for telephone system. (Unless special circumstances hold, this should be assumed to be 24 hours per day, 7 days per week.) | Actual number of access hours in past 12 months for all telephone switches. | The number of hours for which the telephone system is fully operational, with no major components down. | **Transfer** |
| | 1.1.2 – Critical Software Upgrade Status of Switch | Number of switches. | Actual number of switches on which software is no more than 2 releases/versions behind. | Operational switch software no more than 2 releases/versions behind. | **Transfer** |
| | 1.1.3 – Digital Switches Available | Number required for your installation | Number available. | Digital switches (includes mains and remotes) are installed and operational (includes ISDN capability). | **Transfer** |
| | 1.1.4 – Switch ISDN Operational | Number required for your installation | Number available. | Switch is Integrated Services Digital Network (ISDN) operational. | **Transfer** |
| | 1.1.5 – Switch Connectivity to PSN | Number of line connections required. | Number of line connections available. | Access to the Public Switched Network (PSN) (e.g., AT&T, Sprint, commercial service provider, local TELCO). | **Transfer** |
| | 1.1.6 – Redundant Routes | Number routes required for your installation. | Number routes available for your installation. | More than one route available to transmit voice/data outside the installation. | **Transfer** |
| | 1.1.7 – Switch Reserved Line Capacity | Total number of lines required to be reserved. | Total lines reserved. | Total line capacity unused on switch. | **Transfer** |
| | 1.1.8 – Switch Line Capacity | Total lines required. | Total lines equipped. | Total number of lines on all switches | **Transfer** |
| | 1.1.9 – ISDN Lines | Number required for your installation | Number available. | Number of ISDN subscriber lines. | **Transfer** |
| | 1.1.10 – OCONUS/CONUS Access | For CONUS/OCONUS installations, number of direct-dial trunks required. | For CONUS/OCONUS installation, number direct dial trunks available. | The telecommunication access to OCONUS/CONUS network systems. | **Transfer** |
| | 1.1.11 – DSN Trunks | Number DSN trunks required. | Actual number DSN trunks. | The communication trunks designated for the DSN (Defense Switch Network) data transmission. | |

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| | 1.1.12 – High Precedence Capability (Flash/Immediate) | Number Lines which require Flash/Immediate precedence. | Actual number lines with Flash/Immediate precedence. | Phone lines are available to implement outgoing FLASH and/or IMMEDIATE precedence for access to the network. | **Transfer** |
| | 1.1.13 – FTS Trunks | Number required. | Actual number. | The voice communication circuits for the Federal Trunking System | |
| | 1.1.14 – ISDN Trunks | Number required. | Actual number. | Integrated Services Digital Network (ISDN) Trunks. | **Transfer** |
| | 1.1.15 – Fiber Availability | Number of facilities requiring fiber. | Number of facilities having adequate fiber. | Total fiber available for signal transmission to facilities (includes sites other than permanent structures) | **Transfer** |
| | 1.1.16 – Twisted Pair Availability | Number of facilities requiring twisted pair. | Actual number of facilities with sufficient twisted pair. | Adequacy of twisted pair cable to each facility. | **Transfer** |
| | 1.1.17 – Cable Condition | Total miles of all cable. | Total miles of all cable that do not need to be replaced. | Status of all cable requiring replacement based upon locally established standards. | **Transfer** |
| | 1.1.18 – Cellular Phone Requirements | Number of active, in-service cellular hand set instruments | Number of active, in-service hand set instruments available. | Cellar phone service and equipment is available for use. | |
| 1.2 – Trunked Systems | | | | A radio communication system which employs computer controls to allocate radio channels dynamically, to increase the efficiency of radio frequency utilization. | |
| | 1.2.1 – Cell Groups | Number of separate groups which require wireless trunking. | Actual number of separate groups currently with wireless trunking. | Grouping of radio users or subscribers who share a common function, i.e., fire department, provost marshal, facility engineer, etc. | |
| | 1.2.2 – Trunked Systems Secure Capability | Number of transceivers required to have secure capability. | Number of transceivers available with secure capability. | The radio system includes encryption devices and code to prevent clear-text reception by unauthorized personnel. | **Transfer** |
| | 1.2.3 – IT infrastructure Hardware Installed (Backbone) | Total number of devices required to maintain wireless trunking capability. | Total number of devices available to maintain wireless trunking capability. | REDEFINE TBD | |
| | 1.2.4 – Upgradeable Hand-Helds | Number of hand-held devices required to be upgradeable. | Number of hand-held devices available which are upgradeable. | Hand-held hardware upgradeable without replacement to the hardware. Measuring firmware-based upgradeability. | **Transfer** |
| | 1.2.5 – Geographic Coverage | Total geographic coverage required, measured in square miles. | Total geographic coverage available, in square miles. | The signal transmitting and receiving coverage area provided by base stations, repeaters, towers, etc. | **Transfer** |
| | 1.2.6 – UHF/VHF Desktop Units | Number required. | Number available. | Desk Top Radio unit operating in UHF/VHF frequency ranges. | **Transfer** |
| | 1.2.7 – UHF/VHF Base Stations | Number required. | Number available. | Trunking Base Station required for system management. | **Transfer** |
| | 1.2.8 – Frequency Availability | Number required. | Number available. | Radio frequencies available for use by on-hand radio equipment. | |

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| 1.3 – Non-trunked Systems | | | | A radio communication system which does not employ computer controls to allocate radio channels dynamically. Radio frequencies are reserved for exclusive use by an activity regardless of actual demand. | |
| | 1.3.1 – Customer Groups | Number of separate groups which require non-trunked wireless access. | Actual number of separate groups with non-trunked access. | Grouping of radio users or subscribers who share a common function, i.e., fire department, provost marshal, facility engineer, etc. | |
| | 1.3.2 – Non-trunked Systems Secure Capability | Number of transceivers required to have secure capability. | Number of units available which have secure capability. | The radio system includes encryption devices and code to prevent clear-text reception by unauthorized personnel. | **Transfer** |

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**A: >=77.0**
**R: <77.0**

**CAPABILITY #2: - VIDEO TELECONFERENCING SERVICES –** Provide customers with VTC services adequate to meet critical mission requirements.

| ATTRIBUTE | METRIC | UNIT OF MEASURE: FULL MISSION REQUIREMENT | UNIT OF MEASURE: CURRENT CAPABILITY | DEFINITION | |
|---|---|---|---|---|---|
| 2.1 – Fixed VTC Capability | | | | A permanent video teleconferencing (VTC) capability installed in a dedicated room or facility. | |
| | 2.1.1 – Fixed VTC Secure Capability – Point-to-Point | Number of facilities requiring secure capability up to SECRET. | Actual number of facilities with capability up to SECRET. | The capability for a specific VTC facility to transmit and receive up to SECRECT security classification to any other single VTC facility. | **Transfer** |
| | 2.1.2 – Fixed VTC Facilities | Number of facilities requiring non-secure capability. | Actual number of facilities with capability. | The capability for a specific VTC facility to transmit and receive unclassified to any other single VTC facility. | **Transfer** |
| | 2.1.3 – Fixed VTC Access to Switched Networks | Number of facilities requiring access. | Actual number of facilities with access. | The ability to transmit/receive signals between VTC facilities via switched networks. (ANSI Standard H.320) | **Transfer** |
| | 2.1.4 – Fixed VTC Digital File Transfer | Number of facilities requiring capability. | Actual number of facilities with capacity. | The capability for a specific VTC facility to transmit and receive digital files. (ANSI Standard T-120) | **Transfer** |
| | 2.1.5 – Fixed VTC Secure Capability – Multi-point | Number of facilities requiring capability. | Actual number of facilities with capability. | The capability for a specific VTC facility to transmit and receive up to Secret classification to multiple sites simultaneously. | **Transfer** |
| 2.2 – Portable VTC Capability | | | | Sometimes referred to as "modular VTC." Prepackaged VTC systems containing all the electronic subsystems necessary to conduct VTC meetings, except the transmission interface. | |
| | 2.2.1 – Portable VTC Secure Capability – Point-to-Point | Number of portable VTC units requiring secure capability up to SECRET. | Actual numbers of portable VTC units with secure capability up to SECRET. | The capability for a specific portable VTC unit to transmit and receive up to SECRET security classification to any other single VTC facility. | **Transfer** |
| | 2.2.2 – Pre-packaged VTC Systems | Number of portable VTC units requiring non-secure capability. | Actual number of portable VTC units with capability. | The capability for a specific portable VTC unit to transmit and receive unclassified to any other single VTC facility. | **Transfer** |
| | 2.2.3 – Portable VTC Access to Switched Networks | Number of facilities requiring portable access. | Actual number of facilities with access. | The ability to transmit/receive signals between VTC facilities via switched networks. Provides the connectivity needed for portable VTC units. (ANSI Standard H.320) | **Transfer** |
| | 2.2.4 – Portable VTC Digital File Transfer | Number of facilities requiring capability. | Actual number of facilities with capability. | The capability for a specific VTC facility to transmit and receive digital files. (ANSI Standard T-120) | **Transfer** |

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| | 2.2.5 – Portable VTC Secure Capability – Multi-point | Number of facilities requiring capability. | Actual number of facilities with capability. | The capability for a specific VTC facility to transmit and receive up to SECRET classification to multiple sites simultaneously. Provides the connectivity needed for portable VTC units. | **Transfer** |
| | 2.2.6 – Portable VTC ISDN Interoperability | Number of facilities requiring capability. | Actual number of facilities with capability. | Ability to transmit/receive via ISDN at a specific facility. Provides the connectivity needed for portable VTC units. (ANSI Standard H.320) | **Transfer** |
| 2.3 – Desktop VTC Capability | | | | Capability to perform VTC meetings from one's desktop computer system. Usually includes dedicated hardware such as: desktop camera, video-conferencing card, multimedia kit, communication package, etc. | |
| | 2.3.1 – Desktop VTC Secure Capability – Point-to-Point | Number of desktops requiring secure capability up to SECRET. | Actual number of desktops with secure capability up to SECRET. | The capability for a specific desktop to transmit and receive up to SECRET security classification to any other single VTC facility. | **Transfer** |
| | 2.3.2 – Desktop VTC Systems | Number of desktops requiring non-secure capability. | Actual number of desktops with capability. | The capability for a specific desktop to transmit and receive unclassified to any other single desktop. | **Transfer** |
| | 2.3.3 – Desktop VTC Access to Switched Network | Number of desktops requiring access. | Actual number of desktops with access. | The ability to transmit/receive signals between desktops via switched networks. (ANSI Standard H.320) | **Transfer** |
| | 2.3.4 – Desktop VTC Digital File Transfer | Number of desktops requiring capability. | Actual number of desktops with capability. | The capability for desktops to transmit and receive digital files. (ANSI Standard T.120) | **Transfer** |
| | 2.3.5 – Desktops VTC ISDN Interoperability | Number of desktops requiring capability. | Actual number of desktops with capability. | Ability of a desktop to transmit/receive via ISDN. (ANSI Standard H-230) | **Transfer** |
| | 2.3.6 – Desktops VTC Secure Capability – Multi-point | Number of desktops requiring capability. | Actual number of desktops with capability. | The capability for a specific desktop to transmit and receive up to SECRET classification to multiple sites simultaneously. | **Transfer** |

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**G: >=90.0**
**A: >=75.0**
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**CAPABILITY #3 – NETWORK –** Provide the ability and availability of the hardware, software, backup and maintenance services for installation data carrying networks, providing deployed forces the ability to communicate back to the sustaining installation. Provide responsiveness in emergencies.

| ATTTRIBUTE | METRIC | UNIT OF MEASURE: FULL MISSION REQUIREMENT | UNIT OF MEASURE: CURRENT CAPABILITY | DEFINITION | |
|---|---|---|---|---|---|
| 3.1 – Installation-level Networks | | | | Ability of networks (cabling [copper/FOC] hubs, routers, switches, Domain Name Servers, etc.) carrying data at installation-level, including network access servers but excluding end user devices (data servers, application servers, print servers, CD-ROM jukeboxes, desktops, printers, etc.) to support mission requirements. | |
| | 3.1.1 – Unclassified End User Device Connections | Number required based on assessment of mission and applications being supported. | Actual number connected. | Number of end user device connections (desktops, servers, printers, etc.) to the WAN gateway (i.e. a local area network is not sufficient to meet the requirement.) User connection must be able to reach the NIPRNET gateway. Does not include dial-up connections. | **Transfer** |
| | 3.1.2 – Classified End User Device Connections Capacity | Number required based on assessment of mission and applications being supported. | Actual number connected. | Number of classified end user device connections (desktops, servers, printers, etc.) to the WAN gateway, (i.e. a local area network is not sufficient to meet the requirement.) User connection must be able to reach the SIPRNET gateway. Does not include dial-up connections. | **Transfer** |
| | 3.1.3 – Redundant Backbone | Number of segments or major nodes requiring capability. | Actual number of segments or major nodes with capability. | Redundant hardware that automatically recognizes failure and intervenes to replace the failed component so as to mask a failure that would otherwise result in a service disruption. Backbone includes main and switch nodes. | **Transfer** |
| | 3.1.4 – Dial-in Services | Required number of dial-in connections at the required transmission rate. | Actual Number of dial-in connections at the required transmission rates available. | Provides dial-in (modem) connectivity to the network via an approved access system [e.g. Terminal Server Access Control System {TSACS}]. | **Transfer** |
| | 3.1.5 Backbone (DCO, AND) High Capacity Switches Engineered to Local Requirements | Number required. | Actual numbers available. | Broad-bandwidth, low-delay, packet-like (cell delay) switching and multiplexing technique. When available, it can provide LAN-to-LAN, compressed video and other VBR bandwidth-on-demand applications. | **Transfer** |

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| | 3.1.6 – Unclassified WAN Connectivity | Bandwidth (in megabits per second) required. | Actual bandwidth (in megabits per second) available. | Bandwidth provided by DISN WAN services or other service provider. | **Transfer** |
| | 3.1.7 – Classified WAN Connectivity | Bandwidth (in megabits per second) required. | Actual bandwidth (in megabits per second) available. | Bandwidth provided by DISN WAN services or other service provider. | **Transfer** |
| 3.2 – Critical Power & Components | | | | Back-up power sources available in event of interruption or inaccessibility of regular power supply | |
| | 3.2.1 – Critical "Nodes" Equipped with UPS | Number required. | Actual number available. | Critical "nodes" with an Uninterruptable Power Supply (UPS) are critical components of the network, such as servers, hubs, routers, bridges, and switches which must be powered in order for the network to function properly. | **Transfer** |
| | 3.2.2 – Backup Generator Power for Critical Nodes | Number of "nodes" requiring backup generator service. | Number of "nodes" having service available. | Back-up power generator sources available in event of interruption or inaccessibility of regular power supply. | **Transfer** |
| | 3.2.3 – Backbone Reliability | Required number of hours available per year. (Unless special circumstances hold, this should be assumed to be 24 hours per day, 7 days per week.) | Actual number of access hours in past 12 months. | Level of reliability of the installation backbone. Standard availability rate defined by installation. Industry standards typically approximately 99%. Required readiness rate could be established at DA, MACOM, or installation level. | **Transfer** |

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**G: >=75.0**
**A: >=50.0**
**R: <50.0**

**CAPABILITY #4 – DOCUMENT MANAGEMENT –** Manage information from creation to final disposition according to federal laws and Army records keeping requirements. Provide official electronic forms and official publications. Support formal files/records management programs, and archive official records via electronic and hard copy.

| ATTRUBUTE | METRIC | UNIT OF MEASURE: FULL MISSION REQUIREMENT | UNIT OF MEASURE: CURRENT CAPABILITY | DEFINITION | |
|---|---|---|---|---|---|
| 4.1 – Records Keeping | | | | Process of providing all users with electronic filing capabilities | |
| | 4.1.1 – Records Management Assistance Visits | Number of visits required during past 12 months | Number of visits conducted in past 12 months. | Required assistance visits are conducted annually to all Table of Organization & Equipment (TO&E) and Table of Distribution & Allowances (TDA) activities for review of records management systems. (Cycle is 36 months, 1/3 to be completed every 12 months) | |
| | 4.1.2 – Electronic Recordkeeping | Number of users requiring electronic recordskeeping capabilities. | Number of users with electronic recordskeeping capabilities. | Number of actual users requiring access to an electronic recordskeeping system – actually having the need to create and maintain official records. (All files retained for longer than 5 years must be maintained in hard copy). | **Transfer** |
| 4.2 – Forms Management | | | | The process of electronically generating, and accessibility to electronic forms. | |
| | 4.2.1 – Electronic Forms | Number of forms in inventory requiring electronic generation. | Actual number of forms electronically generated. | Review of the number of forms that require electronic generation. | |
| | 4.2.2 – Forms Accessibility | Number of customers requiring access. | Number of customers with access. | Accessibility to electronically generated forms. | |
| 4.3 – Publications Management | | | | Process of electronically generating publications and providing access. | |
| | 4.3.1 – Electronic Generation of Local Publications | Number of publications in inventory requiring electronic generation. | Actual number of publications electronically generated. | The process of electronically generating local publications. | |
| | 4.3.2 – Publications Accessibility | Users requiring access. | Users with access. | The process of providing users with access to electronically generated publications. | |
| 4.4 – Official Mail | | | | Handling of official mail. | |
| | 4.4.1 – Official Mail Control Officer Reviews | Number of official Mail Control Officers. | Number of official Mail Control Officers reviewed. | Review of Official Mail Control Officers. | **Transfer** |
| | 4.4.2 – Qualified Official Mail Control Officers | Number of Official Mail Control Officers. | Number of Official Mail Control Officers trained. | Number of Official Mail Control Officers. | **Transfer** |

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**A: >=80.0**
**R: <80.0**

**CAPABILITY #5 – INFORMATION ASSURANCE –** Provide necessary infrastructure and management services to protect information and information systems from unauthorized access and to protect the data within the systems. Support Covers INFOSEC, COMSEC and COMPUSEC requirements and includes network security features such as intrusion detection and controlled access, standard workstation security tools such as virus detection software, advice and assistance for accreditation documentation, security training, analysis of computer security incidents, and Information System Security monitoring.

| ATTRIBUTE | METRIC | UNIT OF MEASURE: FULL MISSION REQUIREMENT | UNIT OF MEASURE: CURRENT CAPABILITY | DEFINITION | |
|---|---|---|---|---|---|
| 5.1 – Signal & Communication Security | | | | Those measures taken to install, operate, or maintain transmission security, integrity, confidentiality, and reliability of information-based systems to sustain the force. | |
| | 5.1.1 – Proxy Requirements | Number required to protect critical sensitivity (CS) level 2 or higher systems. | Number installed and operational on critical sensitivity (CS level 2 or higher systems. | A special server that typically runs on a firewall machine. It waits for a request from inside the firewall, forwards the request to the remote server outside the firewall reads the response and then sends it back to the client. | **Transfer** |
| | 5.1.2 – Unauthorized or Malicious Activities (Viruses & Hacks) | Maximum allowable time (in hours), once detected, to react and report events. (HQDA suggested standard is 24 hours.) | Average number of hours to report per event in the most recent calendar quarter. | Protocols and procedures are in place to detect, counteract, and prevent future occurrences of virus and/or "hack" activity. | **Transfer** |
| | 5.1.3 – Reconstitution Plans and Redundancy | Maximum allowable time (in hours) required to reconstitute. (HQDA suggested is once detected, 12 hours to reconstitute.) | Average number of hours per event to reconstitute in the most recent calendar quarter. | Policy and plans in place to successfully recover lost or unavailable data. The system contains redundant components to prevent failure. | **Transfer** |
| | 5.1.4. – Virus Detection Software | Number of systems to be protected. | Number of systems protected. | Virus detection software is installed, updated, and operational for all systems. | **Transfer** |
| | 5.1.5 – Firewall Requirements | Total number firewall devices required. | Total number firewall devices actually in service. | A firewall is a router, gateway, or special purpose computer that filters packets flowing into or out of a network, a portion of a network or an end user device. No access to the organization's networks, segment or device is permitted except through the firewall. | **Transfer** |
| | 5.1.6 – Encryption Networks | Number of terminals, which require encryption capability. | Number of terminals using encryption capability. | A Type I (classified or Type II (sensitive) technique employed to safeguard the security of the transmission against passive security violations. | |
| | 5.1.7 – C2 Protect Personnel Trained & Certified | Total number of C2P personnel on the installation. | Actual number of current personnel who have completed formal Training and have been certified for the position. | Full Time & Part Time, military and civilian, as well as DOD Contractors functioning as SAs and NSMs, ISSOs, ISSMs, or ISSPMs that have completed formal SA or security training. | |

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**CAPABLITY #6 – AUTOMATION –** Provide software and hardware components necessary to process and store data, as well as the management services needed to maintain them. Automation can exist with or without external communications or networking (i.e., connected vs. stand-alone systems)

| ATTRIBUTE | METRIC | UNIT OF MEASURE: FULL MISSION REQUIREMENT | UNIT OF MEASURE: CURRENT CAPABILITY | DEFINITION | |
|---|---|---|---|---|---|
| 6.1 – Platforms | | | | Characteristics of hardware and systems software. | |
| | 6.1.1 – Multi-Processor Systems | Number of multi-processor systems required. | Actual number of multi-processor systems meeting local/MACOM/DA standards. | Number of multi-processor systems (for example, multi-CPU machines, mini-computers, mainframes and super computers) to meet installation/MACOM requirements. | **Transfer** |
| | 6.1.2 – Workstations | Number of workstations required meeting local standards. | Number of workstations available meeting local standards. | Number of workstations (PCs) which meet local standards. | **Transfer** |
| | 6.1.3 – Client/Server Software Distribution Tools Availability | Total number of workstations required to be centrally updated. | Total number of workstations/clients that are being centrally updated. | Workstations/Clients that has software/operating system that is updated by a centralized system (e.g.,SMS). | **Transfer** |
| 6.2 – Electronic Mail and Internet Connectivity | | | | The creation, distribution and delivery of mail messages between users either on he same computer or on different networked computers. | |
| | 6.2.1 Classified E-mail Capability | Number of classified E-mail accounts required | Actual number of classified E-mail accounts. | Ability of E-mail systems to process classified E-mail. | |
| | 6.2.2 – Unclassified but sensitive E-mail Capability | Number of sensitive but unclassified E-mail accounts required. | Actual number of sensitive but unclassified E-mail accounts established. | Ability of E-mail systems to process sensitive but unclassified E-mail. | |
| | 6.2.3 – E-mail Standard | Required number of E-mail systems that meet installation/MACOM standards. | Actual number of E-mail systems which meet installation/MACOM standard. | E-mail software which meets installation/MACOM standards. | **Transfer** |
| 6.3 – Application Systems | | | | Availability of software that must be developed or managed in support of users. | |
| | 6.3.1 – Development of Local Uniques | Number of Local uniques required. | Number of local uniques available. | This is application software developed locally to meet installation requirements that are so specialized that they cannot be met using standard systems or COTS. | |
| | 6.3.2 – Bridging to Standard Systems | Number of systems interface agreements required. | Number of systems interface agreements in place. | Standard systems are frequently fielded without interfaces to local uniques or legacy systems, or lacking specialized features required by the installation. Bridges are locally developed applications programs that provide these features. | |

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| | 6.3.3 – COTS Requiring Integration | Number of COTS requiring integration. | Actual number of COTS applications integrated. | Commercial off-the-shelf software is not always "plug and play" for an installation, but must often be integrated into the existing environment. This may be accomplished simply by proper configuration, or by development of "front-ends" or bridges. | |
| | 6.3.4 – Top-Driven Systems | Required number of top-driven systems to be supported. | Actual number of top-driven system supported. | These are standard systems that are developed centrally above installation level (MACOM/DA/DoD/, and frequently mandated for installation use. They usually include only generic capabilities that meet a common set of requirements for all installations, but do not address unique requirements. | **Transfer** |
| | 6.3.5 – Software Piracy Policy | Total number of IMOs on the installation. | Actual number of IMOs who have issued instructions for the use, control and safekeeping of commercial software. | The IMO is responsible for issuing instructions for he use, control and safekeeping of original and backup software media to include specific licensing restrictions (See AR 25-1 and AR 380-19 for proper handling and safeguarding of software). | **Transfer** |

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**G: >=90.0**
**A: >=80.0**
**R: <80.0**

**CAPABILITY #7 – IT MANAGEMENT –** Provide daily management of the installation IT system and strategic planning for IT investment, modernization, and introduction/integration of emerging technologies.

| ATTRIBUTE | METRIC | UNIT OF MEASURE: FULL MISSION REQUIREMENT | UNIT OF MEASURE: CURRENT CAPABILITY | DEFINITION | |
|---|---|---|---|---|---|
| 7.1 – Service Effectiveness | | | | Effectiveness of service to repair and maintain IT. | |
| | 7.1.1 – Telecommunications Maintenance | Number of devices requiring repair within locally established standards. | Number of devices repaired in standard time. | Repair and maintenance of telephones, telephone systems, radios, base stations, pager, switches, and other telecommunications. | |
| | 7.1.2 – Automation Maintenance | Number of devices requiring repair within locally established standards. | Number of devices repaired in standard time. | Repair and maintenance of PCs, Servers, Modems, Printers, and other peripheral equipment. | **Transfer** |
| | 7.1.3 – Network Maintenance | Number of devices requiring repair within locally established standards. | Number of devices repaired in standard time. | Repair and maintenance of routers, hubs, switches, and other network equipment. | **Transfer** |
| | 7.1.4 – Document Management Equipment Maintenance | Number of devices requiring repair within established standards. | Number of devices repaired in standard time. | Repair and maintenance of copiers, fax machines, and micrographics equipment. | **Transfer** |
| | 7.1.5 – VTC Equipment Maintenance | Number of devices requiring repair within locally established standards. | Number of devices repaired in standard time. | Repair and maintenance of fixed and portable VTC and desktop video systems. | **Transfer** |
| | 7.1.6 – Frequency Management | Number of frequencies required to be managed. | Actual number of frequencies managed. | Control of frequencies used on an installation to prevent radio interference. Local to a single installation. | **Transfer** |
| | 7.1.7 – Request for Assistance | Number of work orders required to be completed within locally established standards. | Number of work orders completed within locally established standards. | Ability to respond to customer requests for IT support. | **Transfer** |
| | 7.1.8 – Network Management Software | Number software systems required. | Actual number software systems available. | A group of software that allows installation level network managers to manage the network. | **Transfer** |
| 7.2 – Personnel Management | | | | Number of man-years required to support IT functions. | |
| | 7.2.1 – Personnel Requirements | Number of man-years needed. (All sources, except MTO&E Units). | Actual number of man-years used. (Within the DOIM organization). | Number of man-years needed to support IT functions. | **Transfer** |
| | 7.2.2 – System Administrator Training | Number of trained system administrators needed. | Actual number of system administrators with platform certification. | Size of the trained system administrator work force. | **Transfer** |